

Appendix E: Most Frequent Requests/Needs of Individuals Who Call Ombudsman Programs, by State, 2001

State	FY	State Program (1st request)	Local Program (1st request)	State Program (2nd request)	Local Program (2nd request)	State Program (3rd request)	Local Program (3rd request)
AK	2001	LTC in Alaska		LTC financing.		Quality of care/life & rights.	
AL	2001	Admission agreements	Incident reports	What to look for in a NH	Discharge appeals	Admission Contracts	Family member regarding their rts
AR	2001	Medicaid Eligibility	NH Criteria	Residents' Rights	Residents' Rights	NH Criteria	Medicaid Eligibility
AZ	2001		Care issues		Ombudsman, Medicare/Medicaid		admission, transfer, discharge
CA	2001	Bed Holds	Advance Directives	Transfers/Discharge/Evictions	Resident's Rights/Benefits/Svcs	Legal Issues	Placement Assistance
CO	2001	Residents' Rights	Facility information	Information on facilities	Placement information	Advance Directives	Medicare/Medicaid St/Fed Guidel
CT	2001						
DC	2001						
DE	2001	Discharge Issues		Advance Directives		Residents' Rights	
FL	2001		Ombudsman Program		Information Regarding Facilities		Residents' Rights
GA	2001	Ombudsman Program	Ombudsman Program	NH - Other	NH - Services/Care/Policies	NH - Services/Care/Policies	Resident's Rights
HI	2001	Medicare/Medicaid		Residents' Rights		Questions re future placement	
IA	2001	Care issues		Staffing		Residents' Rights	
ID	2001	LTC options	Residents' Rights	Residents' Rights	LTC options	Discharge Issues	Legal Issues
IL	2001	Residents' Rights	LTC facility selection		Residents' Rights		NF payment/spousal impoverishmt
IN	2001	Residents' Rights	Transfer/Discharge	Transfer/Discharge	Residents' Rights	Selecting a facility	Selecting a facility
KS	2001	Residents' Rights	Residents' Rights	Choosing a NH	How to choose NH	Advance Directives	Advance Directives, POA
KY	2001	Rts/Benefits/Services	Info re Rts/Benefits/Services	Residents' Rights	Bed Shortage	Bed Shortage	Access to Information
LA	2001	Choosing a facility	Residents' Specific issue	NH Rules/Regs	NH Rules and Regulations	Resources / Referrals	Ombudsman Program
MA	2001	Problems/Grievances/Work w facilit	Residents' Rights	Choosing a NH	How to choose NH	Residents' Rights	Dealing w/ probs in LTC setting
MD	2001	General NH Information	Selection and placement issues	Quality of Care	Resident's Rights	Financial Information	Quality of Care
ME	2001	Placement/access to home care	Service reduction	Appeal procedures	Staffing	Residents' Rights	Residents' Rights
MI	2001						
MN	2001	Case Mix	Care issues	Transfer/Discharge	Transfer/Discharge	care issues, food, choice, staffing	case mix concerns and staffing
MO	2001	Transfer/discharge information	Residents' Rights	Placement	Placement	Medicare/Medicaid eligibility	Guardianship issues
MS	2001	Residents' Rights and Care	Admission/Discharge/Transfer	Involuntary Discharge and Transfe	Residents' Rights	Complaint Procedure & Process	Dignity, Respect & Staff Attitudes
MT	2001	Care&Treatment/Regs Clarification	Services/Benefits	Guardianship and Power of Attorn	Care and Treatment Issues	Services/Benefits	Residents' Rights
NC	2001	LTC placement	Residents' Rights	Legal rights	LTC placement/facility info	Complaints	Difficult behaviors
ND	2001	Resident's Rights	Durable Power of Attorney	Advance Directives	Transfer/Discharge	Billing Questions	Guardianship
NE	2001	Unresponsv Facility; complt proc	Adequacy of care	Adequacy of care	Unresponsv Facility; complt proc	Involuntary discharge	Involuntary discharge
NH	2001						
NJ	2001	Billing disputes	Quality of life/quality of care	Referral to other agencies	Patients' Rights	Patients' Rights	Family inquiries
NM	2001	Staff Shortage	Placement Issues	Placement Issues	Quality of Care	Abuse, Neglect and Exploitation Is	Residents' Rights Issues
NV	2001	LTC Placement		Discharge		Residents' Rights	
NY	2001						
OH	2001	Medicaid	Medicaid	Billing	POA, guardianship, etc	Rights	Abuse, Neglect and Exploitation
OK	2001	Choosing a facility	Choosing a Facility	Facility Laws and Regulations	State and Federal Regulations	Resident Care and Rights	Handling Family/Resid Complaints
OR	2001	Placement information	Placements	Medicaid	Guardianship/conservatorship	Guardians/Consv, Rts/Bene/Svcs	Medicaid
PA	2001	MA, Medicare, and Payment	Residents' Rights	Residents' Rights	Selecting a Facility	Transfer/Discharge	Payment
PR	2001	Family conflicts	Placement alternatives	Placement options	Board and care facilities regs	Licensing procedures	Residents' rights
RI	2001	Facilities near the families homes.		Family want side rails used		Lack of appropriate care.	
SC	2001						
SD	2001	Staffing Requirements	Staffing Requirements	Clarification of Regulations	Clarification of Regulations	Discharge Requirements	Discharge Requirements
TN	2001	Residents' Rights	Choosing a NH	Location of NH	Resident Care Issues	Problem with Conservator	Abuse/Neglect
TX	2001	Selecting a LTC facility	Choosing a LTC facility	Need local ombudsman services	Medicaid/Medicare, LTC insur, etc	Volunteer opportunities	Ombudsman role/responsibilities
UT	2001	Assisted Living/Ombudsman Rules	Abuse/neglect/exploitation	Placement	Choosing/placement in a facility.	Medicaid/Medicare; Resources	Guardians, Own/others Rts, etc.
VA	2001	General information on LTC	LTC Ombudsman Program	Care regulations/standards	General information on LTC	LTC Ombudsman Program	Info on Specific LTC facilities
VT	2001	Financing LTC	Care issues	Advance Directives	Facility lists/placement issues	Facility lists/placement issues	Residents' Rights
WA	2001	LTC Ombudsman Program	LTC Ombudsman Program	System/Others	Care	Abuse and Neglect	Activities
WI	2001	Residents' Rights	Care & Treatment Problems	Type/Availability of LTC Services	Residents' Rights		Empowering Residents & Families
WV	2001	Advocate re abused/neglected res	LTC Facilities	Medicaid/Medicare	Ombudsman Program	Care continuum for senior citizens	Finan/Health Care decision mkg
WY	2001	Placement issues	Public benefits	Payment issues	Placement issues	Adult Protective services	Elder rights